

Sub A-7

Claims

1 1. A method of establishing an audio call path between an  
2 Internet user accessing a web site and an agent of the web site,  
3 such method comprising the steps of:  
4 providing a web site with a plurality of audio access icons  
5 and a plurality of agent groups;  
6 associating an agent group of the plurality of agent groups  
7 with a subject matter of each audio-access icon of the web site;  
8 and  
9 establishing a voice path between the user and an agent of  
10 the associated agent group based upon activation of a audio-  
11 access icon by the user.

1 2. The method as in claim 1 further comprising providing a  
2 plurality of informational web pages for access by the user.

1 3. The method as in claim 2 further comprising disposing an  
2 audio access icon of the plurality of audio access icons on at  
3 least some web pages of the plurality of informational web pages.

Sub B-1  
1 4. The method as in claim 1 wherein the step of associating an  
2 agent group with each icon further comprises correlating a  
3 training level of an agent group of the plurality of agent groups  
4 with an information content of an audio-access icon of the at  
5 least some web pages.

1 5. The method as in claim 1 wherein the step of establishing an  
2 call path between the user and an agent of the associated agent  
3 group based upon activation of a audio-access icon further  
4 comprises placing the user in a call queue of the associated  
5 group until a next available agent becomes available.

1 6. The method as in claim 5 further comprising measuring a time  
2 period that the user has been in the call queue.

1 *Sub D3.* The method as in claim 6 further comprising comparing the  
2 measured time with a threshold value and overflowing the user to  
3 a queue of another agent group when the measured time exceeds the  
4 threshold.

1 8. The method as in claim 1 further comprising selecting the  
2 agent from the associated agent group.

1 9. The method as in claim 8 wherein the step of establishing an  
2 call path between the user and an agent of the associated agent  
3 group based upon activation of a audio-access icon further  
4 comprises transferring an Internet address of the selected agent  
5 to the user.

1 10. The method as in claim 8 wherein the step of establishing an  
2 call path between the user and an agent of the associated agent  
3 group based upon activation of a audio-access icon further  
4 comprises transferring an Internet address of the user to the  
5 selected agent.

1 11. The method as in claim 1 further comprising collecting  
2 information from the user by a web site controller.

1 12. The method as in claim 11 wherein the step of collecting  
2 information from the user further comprises the web site  
3 controller decoding a web access request to recover a user  
4 Internet address.

1 13. The method as in claim 11 wherein the step of collecting  
2 information from the user further comprises the web site  
3 controller opening a web page information entry window for  
4 receipt of information from the user.

1 14. The method as in claim 13 wherein the step of collecting  
2 information from the user further comprises receiving a credit  
3 card number from the user through the web page information entry  
4 window.

1 ~~Sub 14~~ The method as in claim 11 further comprising transferring  
2 the collected information and an identifier of the selected agent  
3 to a database of the web site and plurality of agent groups.

16. The method as in claim 15 further comprising retrieving  
customer records of the user from the database.

17. The method as in claim 16 further comprising displaying the  
customer records at a terminal of the selected agent.

18. A method of servicing an inquiry from a user through the  
Internet, such method comprising the steps of:  
providing a web site with a plurality of audio access icons;  
associating an agent group with a subject matter of each  
audio-access icon of each of the at least some web pages; and  
providing an call path between the user and an agent of the  
associated agent group based upon activation of a audio-access  
icon.

19. A method of servicing an inquiry from a user through the  
Internet, such method comprising the steps of:

3       proving a web site with a plurality of web pages for access  
4 by the user;

5       providing a audio-access icon on at least some web pages of  
6 the web site;

7       associating an agent group with a subject matter of each  
8 audio-access icon of each of the at least some web pages; and

9       providing an call path between the user and an agent of the  
10 associated agent group based upon activation of a audio-access  
11 icon.

1       20. Apparatus for establishing an audio call path between an  
2 Internet user accessing a web site and an agent of the web site,  
3 such apparatus comprising:

4       means for proving a web site with a plurality of audio  
5 access icons and a plurality of agent groups;

6       means for associating an agent group of the plurality of  
7 agent groups with a subject matter of each audio-access icon of  
8 the web site; and

9       means for establishing a call path between the user and an  
10 agent of the associated agent group based upon activation of a  
11 audio-access icon by the user.

1       21. The apparatus as in claim 20 further comprising means for  
2 providing a plurality of informational web pages for access by  
3 the user.

1       22. The apparatus as in claim 21 further comprising means for  
2 disposing an audio access icon of the plurality of audio access  
3 icons on at least some web pages of the plurality of  
4 informational web pages.

1 ~~Sub 22~~ The method as in claim 22 wherein the means for associating  
2 an agent group with each icon further comprises means for  
3 correlating a training level of an agent group of the plurality  
4 of agent groups with an information content of an audio-access  
5 icon of the at least some web pages.

1 24. The apparatus as in claim 1 wherein the means for  
2 establishing an call path between the user and an agent of the  
3 associated agent group based upon activation of a audio-access  
4 icon further comprises means for placing the user in a call queue  
5 of the associated group until a next available agent becomes  
6 available.

1 25. The apparatus as in claim 24 further comprising means for  
2 measuring a time period that the user has been in the call queue.

1 ~~Sub 26~~ 26. The apparatus as in claim 25 further comprising means for  
2 comparing the measured time with a threshold value and  
3 overflowing the user to a queue of another agent group when the  
4 measured time exceeds the threshold.

1 ~~Sub 27~~ 27. The apparatus as in claim ~~26~~<sup>20</sup> further comprising means for  
2 selecting the agent from the associated agent group.

1 28. The apparatus as in claim 27 wherein the means for  
2 establishing an call path between the user and an agent of the  
3 associated agent group based upon activation of a audio-access  
4 icon further comprises means for transferring an Internet address  
5 of the selected agent to the user.

1 29. The apparatus as in claim 27 wherein the means for  
2 establishing an call path between the user and an agent of the

*Handwritten: 3, 4, 5*  
associated agent group based upon activation of a audio-access icon further comprises means for transferring an Internet address of the user to the selected agent.

*a* 1 30. The apparatus as in claim <sup>30</sup>~~19~~ further comprising means for  
2 collecting information from the user by a web site controller.

1 31. The apparatus as in claim 30 wherein the means for  
2 collecting information from the user further comprises means  
3 within the web site controller for decoding a web access request  
4 to recover a user Internet address.

1 32. The apparatus as in claim 30 wherein the means for  
2 collecting information from the user further comprises means  
3 within the web site controller for opening a web page information  
4 entry window for receipt of information from the user.

1 33. The apparatus as in claim 32 wherein the means for  
2 collecting information from the user further comprises means for  
3 receiving a credit card number from the user through the web page  
4 information entry window.

*Handwritten: SMC*  
1 ~~34~~ The apparatus as in claim 30 further comprising means for  
2 transferring the collected information and an identifier of the  
3 selected agent to a database of the web site and plurality of  
4 agent groups.

1 35. The apparatus as in claim 34 further comprising means for  
2 retrieving customer records of the user from the database.

1 36. The apparatus as in claim 35 further comprising means for  
2 displaying the customer records at a terminal of the selected  
3 agent.

Sub A3  
1 37. Apparatus for establishing an audio call path between an  
2 Internet user accessing a web site and an agent of the web site,  
3 such apparatus comprising:  
4 a web site with a plurality of audio access icons and a  
5 plurality of agent groups;  
6 a call distribution controller operably coupled to the web  
7 site which associates an agent group of the plurality of agent  
8 groups with a subject matter of each audio-access icon of the web  
9 site; and  
10 a local area network which establishes a call path between  
11 the user and an agent of the associated agent group based upon  
12 activation of a audio-access icon by the user.

1 38. The apparatus as in claim 37 further comprising a web site  
2 controller which provides a plurality of informational web pages  
3 for access by the user.

1 39. The apparatus as in claim 38 further comprising a display  
2 controller coupled to the web site controller which disposes an  
3 audio access icon of the plurality of audio access icons on at  
4 least some web pages of the plurality of informational web pages.

1 40. The apparatus as in claim 39 further comprising a display  
2 look-up table in a memory of the web site controller which  
3 relates an information content of each web page of the at least  
4 some web pages with the audio-access icon disposed on the web  
5 page.

1 41. The method as in claim 40 wherein the call distribution  
2 controller which associates an agent group with each icon further  
3 comprises a call distribution look-up table which correlates a  
4 training level of an agent group of the plurality of agent groups ,  
5 with an information content of an audio-access icon of the at  
6 least some web pages.

1 42. The apparatus as in claim 37 wherein the local area network  
2 which establishes an call path between the user and an agent of  
3 the associated agent group based upon activation of a audio-  
4 access icon further comprises a setup controller which places the  
5 user in a call queue of the associated group until a next  
6 available agent becomes available.

1 43. The apparatus as in claim 42 further comprising a timer  
2 within the call distribution controller which measures a time  
3 period that the user has been in the call queue.  
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1 44. The apparatus as in claim 43 further comprising a comparator  
2 within the call distribution controller which compares the  
3 measured time with a threshold value and which overflows the user  
4 to a queue of another agent group when the measured time exceeds  
5 the threshold.

1 45. The apparatus as in claim 37 further comprising an agent  
2 activity controller which selects the agent from the associated  
3 agent group.

1 46. The apparatus as in claim 45 wherein the local area network  
2 which establishes an call path between the user and an agent of  
3 the associated agent group based upon activation of a audio-  
4 access icon further comprises an agent transfer controller



5 coupled to the call distribution controller which transfers an  
6 Internet address of the selected agent to the user.

1 47. The apparatus as in claim 46 wherein the local area network  
2 which establishes an call path between the user and an agent of  
3 the associated agent group based upon activation of a audio-  
4 access icon further comprises a user transfer controller which  
5 transfers an Internet address of the user to the selected agent.

1 48. The apparatus as in claim 37 further comprising an  
2 interrogation processor which collects user information.

1 49. The apparatus as in claim 48 wherein the interrogation  
2 processor further comprises a packet decoder which decodes web  
3 site access requests to recover a user Internet address.

1 50. The apparatus as in claim 49 wherein the interrogation  
2 processor further comprises an entry window processor coupled to  
3 the web site controller for opening a web page information entry  
4 window for receipt of information from the user.

1 51. The apparatus as in claim 50 wherein the interrogation  
2 processor further comprises a memory coupled to the interrogation  
3 processor which stores information received from the user through  
4 the web page information entry window.

1 52. The apparatus as in claim 51 further comprising a database  
2 coupled to the call distribution processor for storing customer  
3 records.

1 53. The apparatus as in claim 52 further comprising a  
2 communications processor which transfers the information

3 collected from the user and an identifier of the selected agent  
4 to a database of the web site.

1 54. The apparatus as in claim 53 further comprising a database  
2 processor coupled to the database which retrieves customer  
3 records of the user from the database based upon the information  
4 collected from the user and transferred to the database.

1 55. The apparatus as in claim 54 further comprising an agent  
2 terminal which displays the customer records to the selected  
3 agent.

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